

Date: 9/17/15

To: SPIRIT Review Committee

From: Kinney Spray

Nominated Employee: Michael Taylor

### **Service Excellence**

Mike has been with the City of Germantown since February 2010 and he was hired in the utility department as a meter reader. Mike felt like he could be more help somewhere else not just reading meters. He now works in the sewer department since September 2011. Mike has become a really good asset to this department. Mike is very mechanically inclined and this allows him to be able to do many things and that is very important in the department he is in. The crew never knows what task might be lurking ahead from working the wet well of lift station or assisting the water department repairing water leaks. So being a jack of all trades is very valuable to the Utility Department and having Mike in it is a good thing and helps the department deliver Service Excellence at its best.

Service Excellence is a must when you start talking about sewer backing up in homes.

### **Producing a+ Results**

Mike is a person who will Produce the A+ results that citizens of this city expect every day. One example of this is when a resident wrote in stating she had sewer problem with sewer backing up in the house. She stated within minutes Mike and one of his co-workers arrived. The men handled the problem like professionals and went above and beyond to solve the problem. The resident said Mike helped make a bad situation an enjoyable experience. Mike is very professional, skillful, prompt and pays attention to quality and service.

### **Initiative**

During the years Mike has been with the city all his supervisors brag about how hard he works. The men also brag about how you never have to remind him to do something. He takes it upon himself and takes care of it. This doesn't matter if it is making coffee in the morning or getting tools for the job. Mike is a real go getter.

## **Responsible**

Just recently over the past few weeks we had an employee get dehydrated and stayed in hospital for a couple of days. After some investigation Mike found out his well at his house had been messed up and he was without water. The co-worker did not know how to repair it. Mike took on the responsibility of going over and looking it one day and coming by the next day and making the repair free of charge. This is more than being responsible it's about being a great person.

## **Innovative**

Mike is very smart he and always looks for ways to improve things. He wants to do jobs in the most efficient ways possible. He has been a great help to our drainage department from helping mark joints that are leaking before we get there to helping with new lining kit on some real tough jobs. This type of innovativeness has saved the city some money on jobs. These are jobs where our men couldn't crawl and make repairs. Plus if we were to dig there is no telling how much we could have in damages and inconvenience to citizens.

## **Teamwork**

Mike is definitely a Team Player because he is so hands on in his work. Mike has came in early and helped us in inclement in the snow and ice. I have seen Mike stay on flooding calls in the rain for 2 or 3 hours at a time assisting drainage departments. He is always here early every morning and if we get calls early at 6 or just there after a lot of times Mike will go handle it. If it is something such as debris in the road he will get it up. If the problem is bigger he will come and get help and return to handle the task.

A little while back sewer crew was checking a line out on Ingleside Farms looking for leak. The sewer line was not leaking but the storm drain was leaking. He called and told us the drain was leaking and he was going to mark the joints leaking so they would be easy to spot. A little while later Mike called and told us don't worry about sending a crew over he went ahead and made the repairs since your crew was busy on other jobs.

Mike is a really great worker who shows what it takes to be a SPIRIT AWARD Winner and I hope when you all read this you will feel the same way.